What is claimed is:

1. A method of analyzing audio data, comprising the step of:
processing an audio segment into a format suitable for rapid searching;
determining an appropriate set of rules to apply to said audio segment; and
searching said audio segment in accordance with said rules.

2. The method according to claim 1 further comprising a step of referencing said audio segment wherein said audio segment has been previously stored in an electronic media.

3. The method according to claim 1 further comprising a step of recording said audio segment.

4. The method according to claim 1 wherein said step of processing includes a step of processing said audio segment into a format suitable for rapid phonetic searching.

5. The method according to claim 1 wherein said step of processing includes a step of identifying symbols corresponding to discrete portions of said audio segment.

6. The method according to claim 5 wherein said symbols represent respective phonemes of a set of phonemes characteristic of speech.

7. The method according to claim 1 wherein said step of searching includes the steps of:
attempting to find a match within said audio segment of a target phrase; and
in response, determining whether said target phrase is present within said audio segment. at or above a specified confidence level.

8. The method according to claim 7 further comprising a step of triggering an event in response to said step of determining.

9. The method according to claim 1 further comprising a step of triggering an event as a result of said searching step resulting in matching a given phrase at or above a specified confidence level.

10. The method according to claim 1 further comprising a step of triggering an event as a result of said searching step resulting in not finding a match for a given phrase at or above a specified confidence level.

11. The method according to claim 1 further comprising a step of incrementing a statistical parameter as a result of said searching step resulting in matching a given phrase at or above a specified confidence level.

12. The method according to claim 1 further comprising a step of incrementing a statistical parameter as a result of said searching step resulting in not finding a match for a given phrase at or above a specified confidence level.

13. The method according to claim 1 wherein said step of searching includes a step of searching said audio segment for a combination of a plurality of phrases.

14. The method according to claim 13 wherein said step of searching said audio segment for said combination of phrases includes a specified order of said phrases within said audio segment.

15. The method according to claim 14 further comprising the step of triggering an event in response to finding a match for said combination of phrases in said specified order in said audio segment.

16. The method according to claim 14 further comprising the step of triggering an event in response to not finding a match for said combination of phrases in said specified order in said audio segment.

17. The method according to claim 14 further comprising the step of incrementing a statistical value in response to finding a match for said combination of phrases in said specified order in said audio segment.

18. The method according to claim 14 further comprising the step of incrementing a statistical value in response to not finding a match for said combination of phrases in said specified order in said audio segment.

19. The method according to claim 13 wherein said step of searching said audio segment for said combination of phrases includes a specified temporal relationship of said phrases within said audio segment.

20. The method according to claim 19 wherein said temporal relationship comprises an occurrence of said phrases within a specified time period within said audio segment.

21. The method according to claim 1 wherein said step of searching includes a step of searching said audio segment for a target phrase occurrence within a specified time period within said audio segment.

22. The method according to claim 1 further comprising the steps of:
analyzing CTI data associated with said audio segment; and
providing an indication of satisfaction of a criteria in response to said steps of searching and analyzing.

23. The method according to claim 22 wherein said step of analyzing said CTI data includes a step of analyzing CTI data selected from the set consisting of , called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

24. The method according to claim 1 further comprising a step of performing order validation.

25. The method according to claim 24 wherein said step of performing order validation includes the step of comparing a parameter of an order associated with said audio segment with a content of said audio segment resulting from said searching step.

26. The method according to claim 1 wherein said step of searching includes a step of searching for a target phrase, said method further comprising a step of performing order validation including determining whether an order associated with said audio segment is consistent with a result of said step of searching for said target phrase.

27. The method according to claim 26 further comprising a step of entering data for said order wherein said step of performing order validation includes validating whether said data is reflected within said audio segment.

28. A method of processing audio data, comprising the step of:

importing call data;

selectively, in response to said call data, analyzing an audio segment associated with said call data, said step of analyzing including

processing said audio segment into a format suitable for rapid searching;

determining an appropriate set of rules to apply to said audio segment; and

searching said audio segment in accordance with said rules.

29. The method according to claim 28 wherein said call data includes CTI data selected from the group consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

30. A system for analyzing audio data comprising:

an audio processor operable to process an audio segment into a format suitable for rapid searching;

logic operable to determine an appropriate set of rules to apply to said audio segment; and

a search engine operable to search said audio segment in accordance with said rules.

31. The system according to claim 1 further comprising an electronic media having stored therein said audio segment and circuitry for retrieving said audio segment from said memory and providing said audio segment to said audio processor.

32. The system according to claim 1 further comprising an audio recorder operable to store said audio segment.

33. The system according to claim 1 wherein said audio processor is operable to process said audio segment into a format suitable for rapid phonetic searching and said search engine is operable to search said audio segment for phonetic information.

34. The system according to claim 1 wherein said search engine is further operable to identify symbols corresponding to discrete portions of said audio segment.

35. The system according to claim 34 wherein said symbols represent respective phonemes of a set of phonemes characteristic of speech.

36. The system according to claim 30 wherein said search engine is further operable to:

attempt to find a match within said audio segment of a target phrase; and

in response, determine whether said target phrase is present within said audio segment. at or above a specified confidence level.

37. The system according to claim 36 further comprising logic operable to trigger an event in response to a presence or absence of said target phrase within said audio segment at or above said specified confidence level.

38. The system according to claim 30 further comprising logic operable to trigger an event in response to said search engine finding a target phrase within said audio segment at or above a specified confidence level.

39. The system according to claim 30 further comprising logic operable to trigger an event in response to said search engine not finding a target phrase within said audio segment at or above a specified confidence level.

40. The system according to claim 30 further logic operable to increment a statistical parameter as a result of said search engine finding a target phrase within said audio segment at or above a specified confidence level.

41. The system according to claim 30 further logic operable to increment a statistical parameter as a result of said search engine not finding a target phrase within said audio segment at or above a specified confidence level.

42. The system according to claim 30 wherein said search engine is further operable to search said audio segment for a combination of a plurality of phrases.

43. The system according to claim 42 wherein said search engine is further operable to search said audio segment for an occurrence of said combination of phrases in a specified order.

44. The system according to claim 43 further comprising logic operable to trigger an event in response to said search engine finding a match for said combination of phrases in said specified order in said audio segment.

45. The system according to claim 43 further comprising logic operable to trigger an event in response to said search engine not finding a match for said combination of phrases in said specified order in said audio segment.

46. The system according to claim 43 further comprising logic operable to increment a statistical value in response to said search engine finding a match for said combination of phrases in said specified order in said audio segment.

47. The system according to claim 43 further comprising logic operable to increment a statistical value in response to said search engine not finding a match for said combination of phrases in said specified order in said audio segment.

48. The system according to claim 42 wherein said search engine is further operable to search said audio segment for an occurrence of said combination of phrases in a specified temporal relationship within said audio segment.

49. The system according to claim 48 wherein said temporal relationship comprises an occurrence of said phrases within a specified time period within said audio segment.

50. The system according to claim 1 wherein said search engine is operable to search said audio segment for a target phrase occurrence within a specified time period within said audio segment.

51. The system according to claim 1 further comprising logic operable to analyze CTI data associated with said audio segment and provide an indication of satisfaction of a criteria in response to said CTI data and an output from said search engine.

52. The system according to claim 51 wherein said logic operable to analyzesaid CTI data is responsive to CTI data selected from the set consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

53. The system according to claim 1 further comprising logic operable to perform order validation.

54. The system according to claim 53 wherein said logic operable to perform order validation is operable to compare a parameter of an order associated with said audio segment with a content of said audio segment identified by said search engine.

55. The system according to claim 30 wherein said search engine is further operable to search for a target phrase, said system further comprising logic operable to perform order validation including determining whether an order associated with said audio segment is consistent with a result of said search engine searching for said target phrase.

56. The system according to claim 55 further comprising a terminal operable for the entry of data for said order wherein said logic operable to perform said order validation is operable to validate whether said data is reflected within said audio segment.

57. A system of processing audio data comprising:

telephone equipment connected to receive call data;

an audio processor responsive to said call data for selectively analyzing an audio segment associated with said call data, said audio processor operable to

process said audio segment into a format suitable for rapid searching;

determine an appropriate set of rules to apply to said audio segment; and

search said audio segment in accordance with said rules.

58. The system according to claim 57 wherein said call data includes CTI data selected from the group consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.

59. A method for monitoring audio data, comprising:

recording an audio segment;

setting rules for searching for spoken words or phrases in said audio segment using speech recognition technology;

searching said audio segment in accordance with said rules; and

providing a report based on said search.